

POSITION DESCRIPTION

Position Title	Project Administrator	Position Number	
Reports to	Program Office Support Manager, UnitingCare IT Services Centre	Functional Auth	HRM Auth
Region		Date	Date
Function		Signature	Signature

Role Purpose

To ensure that administrative support is provided to projects within the Program Management Office (including UnitingCare IT Services Centre and Service Model Programs) to improve the quality of project information and documentation as basis for reporting. To support the implementation of a Project Management Software to improve the planning of and reporting against projects. .

- Key Challenges**
- An evolving organisation which lacks a consistent project management methodology which needs to be adaptable across IT & Business based projects.
 - The need to provide effective and accurate information to manage the integration of project and organisational change management initiatives within a complex and changing industry
 - Working across a diverse range of projects & levels of organisational maturity
 - Applying reporting disciplines against baselines and objectives in relation to organisational need and maturity.

- Key Result Areas**
1. Project Administration and Support
 2. Information and Document Management Systems
 3. Project Management Capability Development
 4. Project Management Software Management

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KRA 1. Project Support and Administration	
Accountabilities	Capabilities
<ul style="list-style-type: none"> • A consistent application of methodologies is applied across all projects in accordance with set project management standards • Project Manager is supported in establishing a Project Office as required with proactive project specific support provided • Project specific schedules and registers are managed across all aspects of project delivery and reporting • Project management templates are provided to Project Managers with suggestions for improvements • Opportunities are identified to improve PM templates and tools as project & organisational maturity demands • Project team members are coached on the application of new templates and tools • Project meetings are scheduled well ahead of time, with appropriate papers, agenda's and minutes produced and distributed on time 	<ul style="list-style-type: none"> • Demonstrates understanding of program & project methodologies and how they are applied across a variety of projects (esp. PMBOK) • Demonstrates ability to coach staff in the application of the project methodology & tools • Demonstrates ability to produce all types of communication that meets the need of the project and audiences • Demonstrates ability to develop, maintain and strengthen relationships internal & external to the Program Office • Demonstrates ability to find effective solutions by taking a holistic approach to project and change management methodologies and processes • Demonstrates ability to apply appropriate project management templates in consideration of project complexity and organisational maturity • Demonstrates an ability to contribute to groups or teams through problem solving and creative thinking processes leading to the development and implementation of new robust templates & methods • Demonstrates an ability to prioritise priorities especially those which may be competing • Demonstrates an ability to organise distribution and delivery of work effectively and efficiently
KRA 2. Information and Document Management Systems	
Accountabilities	Capabilities
<ul style="list-style-type: none"> • Version and document control processes are effectively established and managed ensuring that project team members are always confident that they are working with the most current information. • All project information, documentation and 	<ul style="list-style-type: none"> • Demonstrates ability to ensure that one's own and other's work and information is complete and accurate; careful preparation for meetings and presentations; following up with others to ensure that agreements and commitments have been fulfilled as planned • Demonstrates an ability to identify and source appropriate information needed to clarify a situation, using skilful questioning techniques to ensure effective decisions are made • Demonstrates ability to identify the information needed to clarify a situation, seeking that information from

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<p>products are easily located by any person working within the project.</p> <ul style="list-style-type: none"> • All new team members are well trained in the information management processes and what is expected of them to ensure these are well maintained. • Project shared drive and intranet pages are always current, accurate and relevant and meet the required quality standards. 	<p>appropriate sources, and using skilful questions to draw out the information.</p> <ul style="list-style-type: none"> • Demonstrates ability to focus on the desired outcomes of one's own & their team's work; setting challenging goals, focussing effort on meeting or exceeding them to established levels of quality • Demonstrates an ability to express and organise oneself clearly in business writing with an ability to tailor written communication to effectively reach the intended audience.
KRA 3. Project Management Capability Development	
Accountabilities	Capabilities
<ul style="list-style-type: none"> ▪ Contributes to the development of the capability of the Program Management Office (PMO) by conducting regular reviews of processes and templates ▪ Enables effective decision making by project teams and governance committees by ensuring data consistency and quality is maintained ▪ Project Managers are supported on the benefit of the application of project & change methodologies through training and coaching ▪ Awareness & visibility of the team is championed as well as the role of the PMO 	<ul style="list-style-type: none"> ▪ Demonstrates ability to apply appropriate project management standards in consideration of project complexity and organisational maturity ▪ Demonstrates ability to conduct a general review of project management capabilities and report on the gaps in line with projected future requirements ▪ Demonstrates ability to show the value add & risk mitigation benefit of applying project management disciplines ▪ Demonstrates ability to liaise, coach and advice stakeholders ▪ Demonstrates a high intention of detail and ability to interrelate information
KRA 4. Project Management Software Management	
Accountabilities	Capabilities
<ul style="list-style-type: none"> ▪ Project Managers are supported when scheduling resources on projects by communicating with them on a regular basis to establish resource requirement changes. ▪ Reports on project resource requirements by attending project meetings 	<ul style="list-style-type: none"> ▪ Demonstrates ability to understand the function of a Project Management System (especially PS Next) ▪ Demonstrates ability to investigate and assist with technical issues resolution ▪ Demonstrates ability to consolidate information in a central repository ▪ Demonstrates ability to have a basis understanding of resource management and scheduling

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<ul style="list-style-type: none"> ▪ Acts as Single Point of Contact (SPOC) to administer and configure the current PMO project management system (PS Next) ▪ Reconfigures the system as required and approves to ensure continued performance improvements 	
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Person Specification		
Professional Experience	<ul style="list-style-type: none"> • Understanding of project, program and change management principles • Demonstrated capacity to communicate effectively at all levels and with technical and user representatives • Experienced in contributing to project scoping & planning • Experience in identifying & implementing process improvement • Broad experience in integrating user and technical input and knowledge to achieve business outcomes; • Willingness and capacity to support the ethos and principles of the Uniting Church and the management practices of aged care • Previous experience in Project Management or Project Coordination • Previous experience in working with project management tools • Strong documentation/communication skills • Excellent interpersonal and customer service skills • Ability to recognise the importance of attention to detail and following through on commitments • Adaptability and flexibility, with a can do attitude. • Relationship building and persuasiveness. • A high level of energy and drive • Ability to handle pressure and ambiguity • Strong commitment to achieving personal and career goals 	<i>Desirable</i> <ul style="list-style-type: none"> • •
Education/ Academic Qualifications	<ul style="list-style-type: none"> • IT Qualification • Project Management Training • PM Software Training 	<i>Desirable</i> <ul style="list-style-type: none"> • •
Key Working Relationships	<ul style="list-style-type: none"> • Program Office Manager • Project Office Support Team 	External

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	<ul style="list-style-type: none"> • Project Managers • Business Solutions Managers • Program Manager • Change Manager 	<ul style="list-style-type: none"> • •
Direct Reports	Nil	

Occupational Health, Safety and Welfare Requirements	<ul style="list-style-type: none"> • All staff are required to assist in creating and maintaining a safe and healthy work environment by working in a safe and healthy manner, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision.
UnitingCare Ageing Expectations	<p>All staff are expected to:</p> <ul style="list-style-type: none"> • At all times to abide by the terms and conditions contained in the policies and procedures of the employer and the Uniting Church in Australia Synod of NSW and the ACT Employment Policy and Procedures Manual • Align their work with the Vision, Mission, Values & Strategic Directions of UnitingCare • Contribute to the efficient and effective functioning of their team or work unit in order to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Ethical Behaviour, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's manager; • Participate in the Performance Development Review Process which includes a regular review of their performance against the responsibilities and performance objectives associated with the role and demonstration of appropriate behaviours which reflect a commitment to UnitingCare. <p>Perform their responsibilities in a manner which reflects and responds to a focus on continuous improvement</p>

OTHER RELEVANT INFORMATION

- This position description is indicative of the range of job requirements.
- The job comprises other accountabilities as required.
- It is the responsibility of all employees to ensure they behave in a way that is consistent with the company's Code of Ethical Behaviour, Values, and its policies and procedures.

Incumbent's Name: _____

Signature: _____

Date: _____

Manager's Name: **Bernhard Haring** _____

Signature: _____

Date: _____